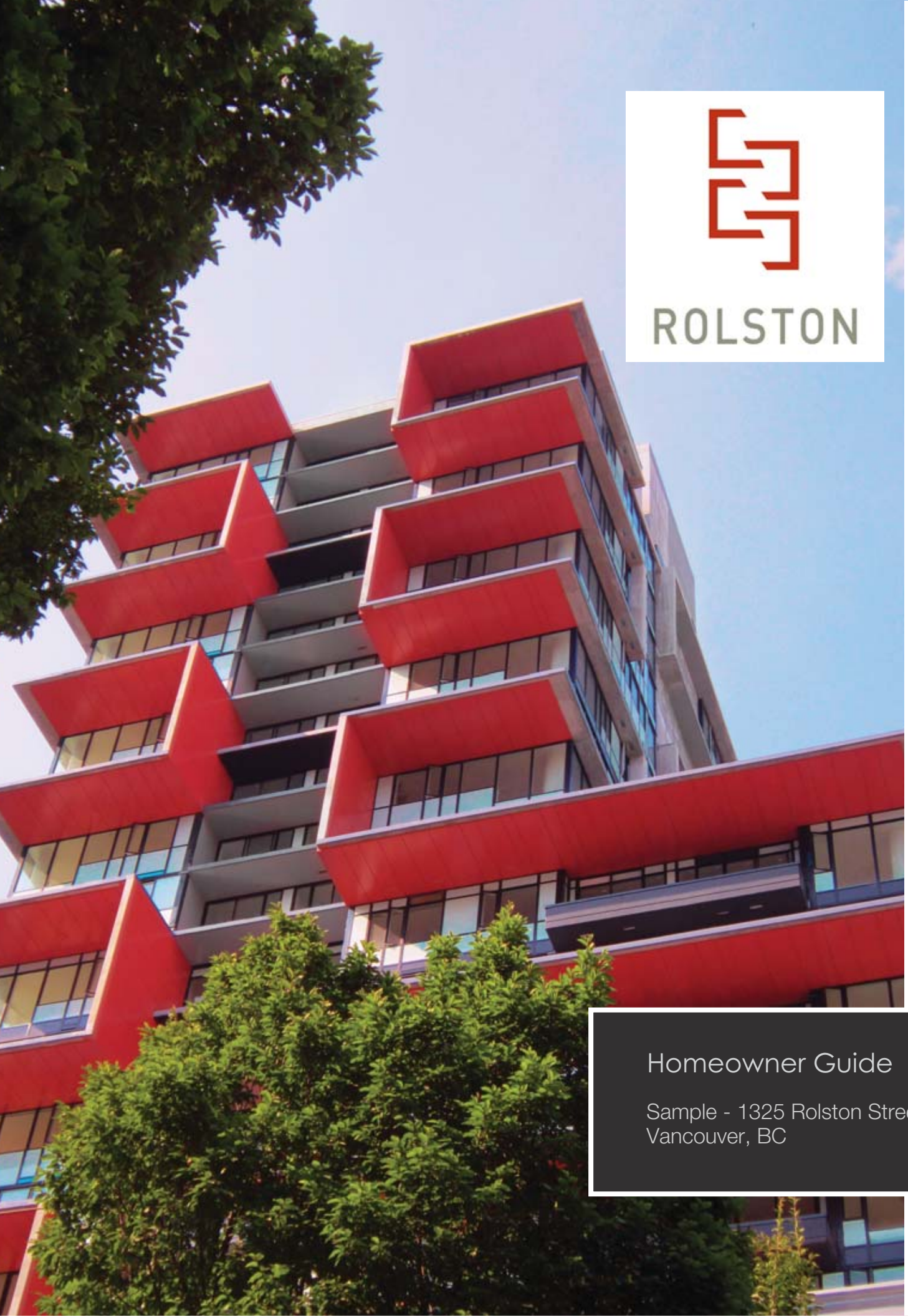

ROLSTON

Homeowner Guide

Sample - 1325 Rolston Street
Vancouver, BC

ROLSTON

Dear Homeowner(s),

On behalf of the entire Rize team, it is my sincere pleasure to welcome you to your home at The Rolston!

We trust this Homeowner's Manual will provide you with a helpful overview of your new home as well as an introduction to your neighborhood. Included are a few tips on the ownership, care and maintenance of your home as well as a few custom pages tailored to your individual suite.

As a homebuilder in Vancouver for over 20 years, Rize would like to thank you for choosing us and The Rolston.

Yours truly,

William Lin
CEO
Rize Alliance Properties Ltd

ROLSTON

Welcome Home!

Log In Now

www.homeinformationpackages.com

Login ID: xxxxxxxx
Password: xxxx-xxxx-xxxx

To ensure a successful ownership experience, we have provided you with this Homeowner Guide and an online and mobile Homeowner Portal. Combined, these resources give you everything you need to manage and protect your investment.

Get instant access to key information such as product information, service procedures and operation and care instructions for your home's components.

Log in today using the online access information in the box above, on the bottom of each page of this guide, or by scanning the QR code with your Smartphone.

We hope that this guide gives you peace of mind knowing that the answers to any questions are at your fingertips.

This book is printed with its environmental impact in mind. It is FSC® (Forest Stewardship Council®) certified, which means the paper it is printed on has been audited for adherence to international standards of responsible forestry, from processing to distribution. Learn more at https://ic.fsc.org.

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These documents are also available online. Visit **www.homeinformationpackages.com** to access even more information about the products in your home!

IMPORTANT CONTACTS AND EMERGENCIES

This section provides important information such as:

- Important Contacts
- FirstService Residential
- What to Do In Case Of Fire
- Emergency Preparedness

Important Contacts

WARRANTY SERVICE & REPAIR

IN THE EVENT OF A SERIOUS EMERGENCY SUCH AS CRIME, FIRE OR PERSONAL INJURY, PLEASE CALL 911 FIRST.

FirstService Residential

Suite 600 – 777 Hornby Street
Vancouver, B.C. V6Z 1S4
Phone: 604-683-8900
After hour emergencies only: 604-659-2931
Fax: 604-689-4829
Email: info.bc@fsresidential.com

OTHER CONTACTS

Builder

Rize Alliance Properties Ltd
3204 - 1055 Dunsmuir Street
Vancouver, BC V7X 1L4
Phone: 604-681-6723

Property Manager

FirstService Residential
Suite 600 – 777 Hornby Street
Vancouver, B.C. V6Z 1S4
Phone: 604-683-8900
Fax: 604-689-4829

Homeowner Protection Office

Branch of BC Housing
650 - 4789 Kingsway
Burnaby, BC V5H 0A3
Phone: 604-646-7050
Fax: 604-646-7051

Home Warranty Provider

Travelers Insurance Company of Canada
2500 - 650 W. Georgia St
Vancouver, BC V6B 4N7
Phone: 604-682-2663
Fax: 604-682-3096

EMERGENCY CONTACTS

Fire	Emergency	911
	Non-Emergency	311
Police	Emergency	911
	Non-Emergency	604-717-3535
Hospital	855 West 12th Ave	604-875-4111

COMMUNITY CONTACTS

S.P.C.A. Shelter	1245 E 7th Ave	604-681-7271
Library	345 Robson St	604-331-4100
City Hall	453 West 12th Ave	311
BC Hydro	333 Dunsmuir St	1-800-224-9376
FortisBC	16705 Fraser Highway	1-888-224-2710
Telus	PO Box 7575	310-2255

FirstService Residential

INDUSTRY-LEADING SERVICES PROTECT YOUR HOME AND INVESTMENT

At FirstService Residential British Columbia, we are recognized for our outstanding property management services, but that's just the beginning. We know that your property is the place where you live, as well as your largest financial investment. As a result, we provide you with the industry's best resources and tools, from sophisticated technology solutions that improve operating efficiencies, to tailored programs and personalized service that maximize your investment and your quality of life.

PROFESSIONAL PROPERTY MANAGEMENT WITH A PERSONAL TOUCH

Our expertise in managing diverse properties in and around Metro Vancouver has kept us flexible and fully responsive to the changing dynamics of the industry. Our full-service property management solution, industry expertise, value-added services and trusted relationships have made us the property management leader. But we believe that our relentless drive for excellence and attentive customer-driven service is what truly sets us apart.

Contact us:

Suite 600 – 777 Hornby Street
Vancouver, B.C. V6Z 1S4
Phone: 604-683-8900
After hour emergencies only: 604-659-2931
Fax: 604-689-4829
www.fsresidential.com

What to Do In Case Of Fire

In case of a fire emergency, it is always important to remain calm, remember the following information and procedures, and execute them as quickly as possible.

GENERAL FIRE SAFETY INFORMATION

- Keep clear of flames and remember that smoke is deadly.
- Stay low to avoid smoke.
- Notify other residents of the fire hazard if it is safe to do so.
- Never attempt to extinguish a fire when the flames are higher than desk height.
- If the fire is uncontrollable, leave and close all doors behind you.
- Do not use the elevator in a fire.
- Feel doors for heat before opening.
- Do not use a stairway that is full of smoke.
- Do not re-enter the building for any reason.
- Provide the fire department with all the information they need.
- Use the nearest phone at a safe location to call the fire department. 1) Dial 911; 2) Stay calm and state your name and phone number; 3) Give the address of the fire; 4) Follow instructions given by the Fire Department representative.

FIRE PLANNING

It is important to be prepared for a fire should one occur. Here are some things to consider:

- Always have a pre-determined plan of action in case of fire.
- Plan and practice an escape route for you and your family.
- Establish a meeting place with friends and family for after you leave the building.
- Know the location of fire extinguishers, fire alarms and fire exits.

Look out for children and others requiring assistance. They may panic or become disoriented during a fire.

It is important to keep in mind that a fire can happen at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage to property but may save lives.

FIRE PREVENTION

The best way to fight fires is to prevent them. Here are a few common sense rules to help reduce the likelihood of a fire.

- If you do smoke make sure you use deep ash trays in the house. Keep them clean. DON'T smoke in bed.
- Keep your stove and oven clean and the area around them clear.
- Use only approved appliances. Look for a label by either the Canadian Standards Association (CSA) or the Underwriters Laboratories (UL or ULC).
- If an appliance has a worn or frayed cord, don't use it and have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage bulb then recommended.
- Keep electrical cords visible, and out from under rugs and furniture. Attempt to install appliances close to their power source. Do not fix down electrical cords with staples.
- It is never advisable to store gas or oil indoors, or to store oily rags in a confined space.
- Make certain that exit doors close fully behind you; notify your property manager as soon as possible if they don't.

SMOKE DETECTORS

These devices have been installed throughout your home. Periodically check the alarm to make sure it is active or has not run out of power. Some models will have a small light that is on when power is being supplied to the alarm. It is visible by standing directly under the detector. Other models will have a test button. This should be depressed and a high pitch squeal can be heard.

PORTABLE FIRE EXTINGUISHERS

A portable fire extinguisher can be a very effective tool in saving lives and property, and it is recommended that you keep one in your home. Use portable fire extinguishers to extinguish small, contained fires (i.e. on the stove top, in the oven or in a waste-paper basket). Use an extinguisher only if the fire is in its early stages. Portable fire extinguishers are not designed to fight large fires or those that may spread quickly.

Make sure you purchase a CO2 or dry chemical type as these are the most versatile. Your extinguisher should be checked yearly and recharged as required.

Keep your extinguisher in an accessible place and when using always position yourself between the fire and the closest exit.

Carefully read all the operating instructions on the side. If possible, familiarize yourself with its operation prior to a fire. A good time to do this would be during your practice drills.

Before you attempt to fight a fire make sure that:

- If the building has a fire alarm, it has been sounded. If not, alert the occupants.
- Everyone has left or is in the process of leaving the building.
- The Fire Department has been called.
- The fire is small and confined.
- You have a clear escape route that will not be blocked by fire.
- You choose the right type of extinguisher for the fire.
- You have read the instructions and know how to use the extinguisher.

Do not fight a fire under any other circumstances! Instead, leave the building, close the doors behind you and immediately call the Fire Department.

CHOOSE A FIRE EXTINGUISHER FOR THE RIGHT KIND OF FIRE

Only choose extinguishers that have been tested by an approved testing laboratory and labeled for their intended use. The extinguisher must be appropriate for the type and size of fire being fought. It is important to select the appropriate extinguisher for the correct fire classification. Using the wrong type of extinguisher can make the fire worse and is dangerous to the operator.

The three most common classes of fire are A, B, and C. The fourth class is D.

Class A

Class A extinguisher may be used on ordinary combustibles such as wood, paper, plastic or cloth. The symbol may be found on water, foam or multipurpose extinguishers.

Class B

Class B extinguisher is appropriate for use on flammable or combustible liquids. The symbol may be found on multipurpose dry chemical, dry chemical, and carbon dioxide extinguishers.

Class C

Class C extinguisher may be used on fires involving energized electrical equipment. The symbol may be found on carbon dioxide, multi-purpose dry chemical, and dry chemical extinguishers.

Class D

Class D extinguisher may be used on some types of combustibles metals including combustible magnesium, sodium, and potassium. The symbol may be found on dry chemical extinguishers. You will rarely encounter a “D” Class fire in the home or office.

INSTALLATION AND MAINTENANCE

Install extinguishers in plain view, near an escape route and away from stoves and heating equipment.

Extinguishers need to be cared for. Read operator's manual for inspection, installation and maintenance instructions. Rechargeable models MUST be serviced after every use. (Service companies are listed in the Yellow Pages under Fire Extinguishers.) Disposable extinguishers are very limited and can be used only once.

USE THE P.A.S.S. WORD

To use a portable fire extinguisher effectively, remember the 4 step P.A.S.S. Word!

1. Pull the pin: Holding the extinguisher with the nozzle pointing away from you, remove the pin, seal or the lever release mechanism. This unlocks the operating lever.

2. Aim low: Point the extinguisher nozzle (or hose) at the base of the fire. Always hold the extinguisher vertically, never horizontally.

3. Squeeze the lever fully: This will release the extinguishing agent through the nozzle. Releasing the lever will stop the discharge.

4. Sweep from side to side: Sweep the nozzle from side to side aiming at the base of the fire. As the fire closest to you goes out, you may move closer to the fire and continue the sweeping motion until the fire is extinguished.

NOTE: If your extinguisher is empty, stops extinguishing the fire or the fire grows larger, leave the building immediately, closing the doors behind you. Call the Fire Department, and ensure the Fire Department inspects the fire site even if you think the fire is extinguished.

Emergency Preparedness

Public Safety Canada recommends that you follow these 3 simple steps to ensure your family is prepared in the case of an emergency:

Know the risks Make a plan Get a kit

For more information on any of the above please visit: **www.getprepared.gc.ca**.

KNOW THE RISKS

Canada is a vast country with extreme weather conditions and dramatic geological features. Take the time to learn about natural hazards and, more importantly, learn how to prepare for them.

Major hazards can vary by region and include:

- Avalanches
- Earthquakes
- Floods
- Hurricanes
- Landslides
- Severe Storms
- Storm Surges
- Tornadoes
- Tsunamis
- Wildfires

MAKE A PLAN

Your family may not be together when an emergency occurs. Your plan should cover:

- Household – Document the emergency exits and safe meeting places nearby.
- Workplace – Learn about evacuation plans and consider keeping some basic supplies at work.
- Children – Find out about your children's school or daycare emergency policies and ensure the school or daycare has updated contact information for parents, caregivers, and designated persons.
- Pets – Pets may not be allowed in some shelters due to health regulations. Identify alternate pet boarding facilities along the evacuation route.
- Special health needs – Ensure your family, friends, and neighbors understand your special needs including allergies, medical history/conditions, medications, recent vaccinations, and surgeries.
- Safe home instructions – ensure everyone in your household knows the location and operating instructions for: the fire extinguisher, water valve, electrical box, gas valve, and floor drain.

GET A KIT

In case of a major event you will need some basic supplies set aside. At a minimum, Public Safety Canada recommends that you have:

	Water – two litres of water per person per day (include small bottles)
	Food that won't spoil, such as canned food, energy bars, and dried foods (replace once a year)
	Manual can opener
	Wind-up or battery-powered flashlight (and extra batteries)
	Wind-up or battery-powered radio (and extra batteries)
	First aid kit
	Special needs items – pet food, prescription medications, infant formula or equipment for people with disabilities
	Extra keys for your car and house
	Cash – include smaller bills, such as $10 bills and change for payphones
	Emergency plan – include a copy in your kit as well as contact information

IN AN EMERGENCY

- Follow your emergency plan.
- Get your emergency kit.
- Make sure you are safe before assisting others.
- Listen to the radio.
- Stay put until all is safe or you are ordered to evacuate.

INTRODUCTION TO MY HOME

Welcome to your new home. This section provides introductory information such as:

- About The Rolston
- Rize Quality
- My Amenities
- Building Access and Security
- Frequently Asked Questions
- Strata Living
- Property Manager

About The Rolston

THE ROLSTON: ORIGINAL LIVES HERE

As an owner and resident of the Rolston, we hope that you will share Rize's sense of pride in this iconic building that now brings its unique character to the Vancouver skyline, marking the Granville Street entry to the downtown of our fair city.

We hope you enjoy being part of something new, well considered and unique and find a sense of pride in in having a home that does not look like every-body else's. Your Rolston home has been designed with your lifestyle, and your uniqueness in mind, with its oversized balconies, form and rooftop amenities contributing to the its unique architecture.

We also hope you appreciate that the development of the Rolston is directly responsible for the restoration of one of Vancouver's oldest buildings, your neighbour, the Yale Hotel which was originally constructed in 1898.

Vancouver's mid-town neighbourhood is now anchored by the refurbished Yale, the Rolston, and you!

RIZE ALLIANCE PROPERTIES: WE BELIEVE IN BUILDING SOMETHING BETTER.

TO US, IT'S MORE THAN REAL ESTATE. IT'S REAL OPPORTUNITY.

Since 1991, we've been quietly creating a variety of residential, retail and commercial projects all built around one central idea. Can this building make things better? For those who live or work in it. And for those who live and work around it.

We're passionate about this. With every project we undertake, we look at ways to improve quality of life, inspire creativity, build in value and affect positive change. Sound challenging? It is. But it's the higher standard we aspire to.

OUR GOAL: To be universally respected for our creativity and craftsmanship in developing unique, high quality real estate projects. Our projects will be recognized for enhancing the lives of those living in and around them.

OUR PROMISE: We believe in adding value, inside and out. Every building will be unique; cleverly designed as well esthetically pleasing to not only benefit its surroundings but also inspire its community.

Rize Quality

PHILOSOPHY: IMAGINE. CONSTRUCT. PROGRESS.

In 1991, William Lin began assembling a team of building experts to construct a 21st century talent pool that would stand apart and stand for something. Today we pride ourselves on our legacy of seeking out challenging and thoughtful projects that continue to reflect and enhance this philosophy.

Our formula for success is to avoid formulas, and our inspiration derives from projects that inspire. We feel privileged to be able to produce vibrant neighbourhoods that enhance and celebrate progressive communities throughout Metro Vancouver.

CONSTRUCTION

We are our own builder, which allows us to fully control the quality, efficiency and efficacy with which we can put our thoughts into action, realize our vision, and deliver enhanced quality to our homeowners. Every home is a true testament to our philosophy.

RIZECARE

RizeCare is your one stop shop for when you need service or have questions about your home. We are here to ensure that everything is running smoothly And RizeCare is committed to a high level of service. Our on-staff maintenance team is here to assist with any concerns. Please don't hesitate to contact us at ANY time if you have questions on the sales, legal, warranty or construction process for your home.

WE TAKE CARE OF YOU - BEFORE AND AFTER.

We build everything we place on the market, so every home is a testament to our commitment to quality and excellence. And it is a commitment to you, our customers and homeowners. We want you to know everything about your new home and feel confident that any concerns you have will be handled promptly and to your complete satisfaction. That's our promise to you. That's RizeCare.

Any questions you have on financial obligations, warranty and maintenance procedures or the legal components of home ownership, RizeCare will provide answers, comfort and peace of mind.

WARRANTY

Our high quality homes go through rigorous inspections throughout the duration of construction. These inspectors include the Rize construction management team, the city, third party inspectors, architects, engineers and other consultants. Your home has been built to the highest quality standards and the Rize warranty protection program helps provide assurance that you receive the quality and finishing you expect.

RIZE WARRANTY PROTECTION:

Every Rize home is protected by a 2/ 5/10-year warranty program, approved under BC's homeowner protection act and provided by Rize and Travelers Guarantee Company of Canada.

The warranty coverage to keep you and your home protected includes the following:

- 12 months material and labour coverage for all defects
- 15 months material and labour coverage for all defects in the common facilities
- 24 months coverage for materials and workmanship on major systems (gas, electrical, plumbing, heating, ventilation and air conditioning)
- 5-year coverage for the building envelope
- 10-year coverage for structural defects

Consult your Travelers warranty documents for complete details on warranty inclusions and exclusions.

My Amenities

My Amenities

Your common areas are designed for your lifestyle. Whether you are entertaining friends for the summer evening firework display or bringing in extended family for gatherings or celebrations.

Residents of The Rolston can meet in small or large groups, enjoy chatting with neighbours or getting together for structured meetings.

All common areas are comfortably equipped with modern fire alarm and sprinkler systems with security cameras monitoring entrances and exits. The entire building is a smoke-free environment.

Relax and Unwind...

Fitness Room

The fitness facility is located on the third floor with access by your suite key fob. Check with your Property Manager to find out hours of operation and any other guidelines regarding care and maintenance of equipment.

Outdoor Patios

Lounge on the 16th floor and rooftop decks and take advantage of the outdoor cooking areas and BBQ for summer entertaining. Children's play area and communal gardens add to alternative activities for you to enjoy.

Building Access and Security

Access

You have been issued with two secure key fobs which will provide access to all entry points of the building and the parkade. Please report lost or stolen key fobs to the Property Manager immediately.

Security

Each entrance to the building is monitored by security cameras. The Enterphone can be programmed with your last name for visitors to easily locate you in the directory. Please do not provide access to anyone other than your family and friends.

Parking

Parking stalls in the underground parkade have been allocated to each unit. Please do not use any parking stall except the numbered parking stall(s) that has been assigned to you.

Visitor Parking

There are designated parking spaces for visitors. Please be courteous to our guests and do not park your vehicle in the visitor spaces.

Garbage and Recycling

The garbage and recycling room is located in the parkade. This room can only be accessed by residents. Remember that recycling is mandatory for all residents. Residents must break down all large containers, such as cardboard boxes, and place them in the appropriate bins.

Bike Storage Room

The bike storage room is located on the main lobby level and is accessed via your key fob. A large number of bike racks are provided along with a limited number of bike lockers. Your Strata association will determine how these are managed.

Frequently Asked Questions

Can I install satellite television?

A fixed satellite dish cannot be installed (Common Property) without the express authorization of the Strata Council.

Can I bring someone in to wire and mount a TV above the fireplace?

Changes, alterations or additions to your new home by anyone after initial occupancy, except those by the builder, are not covered under warranty. However, should you decide to proceed, we recommend the homeowner approach the Homeowner Strata prior to making any changes within the home for authorization and that qualified trade or technician complete installation.

Can I have a propane or charcoal barbecue on my deck?

Please ask your Strata or Property Manager.

Can I have a gas or propane heater on my deck?

Please ask your Strata or Property Manager.

Can I plant flowers in a planter box off my deck?

Please ask your Strata or Property Manager.

Where can I park my second vehicle?

Please check with the Strata Council on the availability of additional parking.

Can I repaint my suite?

As the owner, you are permitted to paint the interior of your home, however for warranty purposes we suggest you wait until after the 12 Month Materials and Labour Rize warranty has expired to do so.

Can I install an awning on my deck?

The installation of awnings or shades over or outside the windows or balconies is strictly prohibited. Nothing may be placed on the outside of the window sills or from any projections of any unit.

Can I change my blinds?

Typically the modification of window coverings, changing of the exterior aesthetic of your building, is restricted by your strata bylaws. Please consult with your Strata or Property Manager.

Strata Living

The *Strata Property Act* and Regulation affects strata owners, buyers, sellers, and developers. This section provides an overview of the key topics that you need to be aware of when buying and owning a strata unit.

WHAT IS A STRATA UNIT?

Types of residential strata units include: a townhouse, a condominium, an apartment within a building, a duplex or a bungalow.

A strata unit is a form of real property ownership that has two distinct parts: you own your strata lot to which you get a land title, and you also jointly own common property with the other unit owners in your complex.

Owning a strata unit is not the same as renting an apartment where all the duties and responsibilities of running the building are handled by the building owner and caretaker. In a strata complex, ownership responsibilities belong to you and all other unit owners in your strata corporation.

Strata Lot

The exact boundaries of each strata lot are identified in a strata plan.

When you buy a unit you acquire title to a space that is usually bound by walls, floors, and ceilings. You are responsible for the maintenance, repair, and remodeling of your unit. However, you may need the council's permission to remodel your unit if the changes impact the common property.

Common Property

The common property in a strata complex is everything that is not within a unit identified in the strata plan. It usually includes the space and facilities outside the strata lots, such as hallways, elevators, heating, and electrical systems, laundry rooms, recreation rooms, and landscaped areas. In the case of a bare land strata unit this would include such things as roads. Your share of the costs for the maintenance and repair of the common property is determined by your unit factor.

Limited Common Property

Limited Common Property (LCP) is common property that has been designated for exclusive use of one or more strata lots. This designation is done on either the strata plan or on a sketch plan filed with the Land Title Office.

Under the Standard Bylaws, owners are required to maintain and repair LCP which they have the use of, except the following LCP, which the strata corporation repairs and maintains:

- Structure of the building;
- Exterior of the building;
- Chimneys, stairs, balconies and other things attached to the exterior of the building;
- Doors, windows and skylights on the exterior of a building or that front the common property;
- Fences, railings and similar structures that enclose patios, balconies and yards; and
- All LCP relating to the repairs and maintenance that occurs less often than once a year.

The standard bylaws can be amended to change the repair and maintenance responsibilities.

THE STRATA CORPORATION

What is a Strata Corporation?

The strata corporation is a legal entity with all of the powers of a natural person who has full capacity. This means that it can sue others, be sued by others, enter into contracts with others and hire employees.

The owners of the strata lots are the members of the strata corporation. If a strata corporation is responsible for paying a judgment, the owners are personally liable to pay a portion of the judgment in proportion to their unit entitlement.

A strata corporation does not have limited liability like a company.

What does a Strata Corporation Do?

The strata corporation is responsible for managing and maintaining the common property and assets of the strata development for the benefit of all of its owners.

The specific obligations of the strata corporation are usually performed by the strata council, or agents or employees which it hires.

Additionally, the strata council will also perform its own obligations which are imposed by the Act and Regulations on the strata council, and will benefit the strata corporation.

The specific obligations of the strata corporation which are set out in the Act and Regulations are:

- Preparing, retaining and making accessible various records;
- Holding general meetings, or obtaining the appropriate waiver of general meetings;
- Giving notices of general meetings;
- Preparing “Information Certificates” (Form B) and “Certificates of Payment” (Form F);
- Ensuring that the strata corporation address is correct at the Land Title Office;

- Maintaining and repairing common property, expect any limited common property that the owners may have to maintain under the bylaws;
- Complying with work orders which deal with common property;
- Maintaining a contingency reserve fund which is accounted for separately from the operating fund;
- Paying common expenses;
- Determining the amount of contributions which owners must make to the operating fund and contingency reserve fund;
- Preparing annual budgets;
- Informing owners of any changes to strata fees;
- Obtaining adequate insurance coverage; and
- Informing owners if the strata corporation is sued.

Depending on the situation, decisions of the strata corporation are made by either the eligible voters in the strata corporation or the strata council.

THE STRATA COUNCIL

What is a Strata Council?

The strata council is comprised of a number of owners (or their representatives). The Act states that the strata council's role is to: "exercise the powers and perform the duties of the strata corporation, including enforcement of bylaws and rules". More specifically, the strata council's role is to:

- Act as the managing body for the strata corporation;
- Make daily decisions that enable the strata corporation to operate smoothly; and
- Operate within any restrictions created by the Act, Regulations, bylaws, or a majority vote of the owners.

The strata council can hire a strata manager to perform some or most of the functions of the strata council. However, if a strata council has delegate its powers to a strata manager, the strata council is still ultimately responsible for ensuring that its obligations under the Act are fulfilled.

How is the Strata Council formed?

The Strata Council is usually elected every year at the annual general meeting, in accordance with the strata corporation bylaws.

Who is eligible to sit on the Strata Council?

The following persons are eligible to sit on strata council:

- All owners, including existing or past strata council members unless:
    - Their strata lot can be liened for money owning to the strata corporation, and
    - A bylaw permits this restriction;
    - There are multiple owners of one strata lot, in which case, only one owner can sit on the strata council, unless all owners are on council (but each lot only has one vote). The Standard Bylaws provide that if there are fewer than four strata lots or owners, then all owners must sit on the strata council;
- Representatives of corporate owners;
- Tenants who have been assigned to the owner's right to vote, by either:
    - Being a family member, as defined in the Regulations;
    - Entering into a lease of three years or more; or
    - The landlord delivering a written notice to the strata corporation which discloses the terms of the voting assignment;
- Different classes of persons, if a bylaw is created to permit certain classes of persons to sit on a strata council, such as spouses not registered on title or children of owners.

What about Strata Council Meetings?

Council meetings are held to facilitate the execution of the council's responsibilities. Minutes of strata council meetings need to be taken and the strata council must inform owners of the minutes of all strata council meetings within two weeks of the meeting.

Decisions at strata council meetings are made by a majority vote of strata council members.

YOUR RIGHTS AND RESPONSIBILITIES

The Rights of Strata Lot Owners

Owners have the right to:

- Vote at a general meeting, unless:
    - Pursuant to a bylaw they are ineligible to vote on resolutions needing to be passed by a majority or ¾ vote, due to unpaid strata fees or other monies owing;
    - They have assigned their right to vote on certain matters to tenants or mortgagees;
    - They no longer have a vote due to an automatic assignment to:
        - a tenant who is a family member, as defined in the Regulations;
        - a residential tenant with a lease of three years or greater; or
        - they lack the capacity to vote or are under sixteen years of age;
- Under the Standard Bylaws, attend strata council meetings as observers for matters other than bylaw contravention, rental hardship, or matters affecting an individual's privacy;
- Direct the actions of or limit the powers of the strata council by majority vote at general meetings;

- Obtain insurance for:
    - Loss or damage to his or her strata lot for perils not covered by the strata corporation insurance;
    - Improvements built or installed on the strata lot;
    - Loss of the rental value of his or her strata lot; and
    - Liability for property damage and bodily injury that occurs either on his or her strata lot or on the common property;
- Seek a court or arbitration order to:
    - prevent a person who holds more than 50% of the votes, including proxies, from exercising those voting rights;
    - require the strata corporation to perform a duty under the Act, Regulations, or bylaws or rules; and,
    - require the strata corporation to stop contravening the Act, Regulations, bylaws or rules.

Owners do not have the right to:

- Requisition general meetings or place items on the agenda of annual or special general meetings, unless 20% of the owners petition to have items on the agenda;
- Claim any interest in the Contingency Reserve Fund upon selling his or her strata lot;
- Under the Standard Bylaws:
    - Participate in discussions or decision making at strata council meetings, if they attend as observers;
    - Refuse entry to their strata lot by any authorized person:
        - In an emergency, even though no notice has been given; and
        - To inspect and repair parts of common property or the strata lot that the strata corporation is responsible to maintain or insure, if 48 hours written notice has been given;
- Alter certain parts of the strata lot without written strata council approval;
- Alter common property or limited common property without written strata council approval.

The Obligations of Strata Lot Owners

Strata lot owners must do the following:

- Pay regular strata fees;
- Maintain and repair all parts of their strata lot and limited common property which are required by the bylaws;
- Use property in a manner required by the bylaws;
- Pay special levies to the strata corporation if the special levy has been approved by the necessary vote;
- Comply with work orders from a local authority to do work to his or her strata lot.

What Owners Should be Willing to Do

In order for a strata corporation to function effectively, strata lot owners should be willing to do the following:

- Participate in managing the strata corporation by sitting on the strata council;
- Attend general meetings to participate in important discussions and decision making about the strata corporation;
- Understand and observe the bylaws and rules of the strata corporation;
- Educate themselves about the Act and Regulations, so the strata corporation functions as it should;
- Compromise individual interests for the good of the strata corporation as a whole; and,
- Take responsibility for resolving disputes between owners through discussion, mediation and arbitration, as there is no government body that can become involved in strata affairs.

Resolving Complaints

The first step to resolving a complaint is through informal process of either:

a) To requisition a general meeting to consider a resolution or other specified matter;
b) To place resolutions and other items on a meeting's agenda.

When a complaint or concern cannot be remedied through informal processes, the parties may utilize the formal dispute resolution process of:

- Arbitration;
- Provincial Court (Small Claims Court); or
- Supreme Court.

Please consult the Housing BC website at: **http://www.housing.gov.bc.ca/strata/guides.htm** should you have any questions or concerns related to strata living.

Property Manager

MANAGEMENT TEAM

FirstService Residential B.C. has selected a team of residential property management experts to manage the building. Your Strata Manager will work with the Council to assist in administrative, financial and common property duties and functions. There are many duties and areas your Strata Manager has expertise in and will attempt to guide the Strata Council and provide advice, but undoubtedly the final decision on all matters rests with the Strata Council.

Please contact FirstService Residential for all your needs.

IN THE EVENT OF A SERIOUS EMERGENCY SUCH AS CRIME, FIRE OR PERSONAL INJURY, PLEASE CALL 911 FIRST.

FirstService

Suite 600 – 777 Hornby Street
Vancouver, B.C. V6Z 1S4
Phone: 604-683-8900
After hour emergencies only: 604-659-2931
Fax: 604-689-4829
Email: info.bc@fsresidential.com

WARRANTY

This section provides information on your new home warranty and how to maximize your product warranty coverage.

This section includes the following documents:

- My Home Warranty
- Service and Repair During My Home Warranty
- Warranty Claim Request Form
- Types of Warranties

My Home Warranty

Warranty Provider: Travelers Insurance Company of Canada
Policy Number: _____
Date of Possession: _____

IMPORTANT: Please consult your Warranty Certificate for confirmation of the above.

COVERAGE

2 Year Materials & Labour Warranty

- First 12 months: coverage for any defect in materials and labour;

- First 24 months: coverage for any defect in materials and labour supplied for the electrical, plumbing, heating, ventilation and air conditioning delivery and distribution systems. In addition, coverage for any defect in materials and labour supplied for the exterior cladding, caulking, windows and doors that may lead to detachment or material damage to the new home.

5 Year Building Envelope Warranty

- Coverage against unintended water penetration such that it causes, or is likely to cause, material damage to the new home.

10 Year Structural Defects Warranty

- Any defect in materials and labour that results in the failure of a load bearing part of the new home, and;

- Any defect which causes structural damage that materially and adversely affects the use of the new home for residential occupancy.

RIZECARE Rize has a commitment to you, the customer and homeowner. We want to be sure you know everything about your new home. Any questions you have on its construction, your financial obligations, Rize warranty and maintenance procedures or the legal components of home ownership, Rize Customer Care will provide answers, comfort and peace of mind. We are our own builders, which allows us to fully control the quality of our product (your home). We put our thoughts into action, realize our vision and deliver enhanced quality to our homeowners. Every home is a true testament to our philosophy.

LIMITATIONS & EXCLUSIONS

Please be aware that while it is comprehensive, your home warranty doesn't cover everything. For your convenience, here are some important limitations and exclusions:

- Normal shrinkage of materials caused by drying after construction;
- Materials, labour, or design supplied by an owner / occupant. This includes changes, alterations, or additions made to the new home by anyone after initial occupancy, except those performed by the Builder or its employees, agents, or sub-contractors under the construction contract or sales agreement, or as required by Travelers Guarantee Company of Canada;
- Accidental loss or damage from acts of nature including, but not limited to, fire explosion, smoke, water escape, glass breakage, windstorm, hail, lighting, falling trees, aircraft, vehicles, flood, earthquake, avalanche, landslide, and changes in the level in the underground water table which are not reasonably foreseeable by the Builder;
- Reduction in value of the new home;
- Subsidence of the land around the new home or along utility lines, other than subsidence beneath footings of the new home or under driveways or walkways;
- Landscaping, both hard and soft, including plants, fencing, detached patios, gazebos and similar structures;
- Non-residential structures including sheds, garages, carports or any structure or construction;
- Roads, curbs, and lanes;
- Site grading and surface drainage, except as required by the Building Code;
- The operation of municipal services, including sanitary and storm sewer;
- The quality or quantity of water, either piped municipal water supply or from a well;
- Contaminated soil.

IMPORTANT: For more information on the specifics of your coverage, please consult the Material & Labour Standards Guidelines in either your online manual or at:

www.travelersguarantee.com

YOUR RESPONSIBILTIES

There are three things you should keep in mind to be certain that your home warranty serves you well:

1. **Know your home**. Operational instructions are available in your online homeowner portal.
2. **Maintain all equipment.** Detailed instructions are available in your online homeowner portal.
3. **Understand your coverage.** Do not attempt repairs yourself (or contact anyone else to do the work) if you wish to have the work covered under your home warranty.

Service and Repair During My Home Warranty

At Rize Alliance Properties Ltd we strive to ensure that every home is built to meet or exceed the standards and quality in materials set out by the City of Vancouver and Provincial codes. Despite our efforts, the inherent complexity of home construction lends itself to occasional issues.

When dealing with any problem, it is important to classify the nature of the issue to ensure an appropriate response.

EMERGENCY ISSUES

IMPORTANT: For life threatening emergencies, always call 911.

RIZE: FIRST TWELVE MONTHS MATERIALS AND LABOUR WARRANTY

As part of the 2 Year Materials and Labour Warranty coverage, shortly before the one year anniversary of your taking possession of your home, RizeCare will contact you to fulfill our first year warranty commitment. At this time, if you have identified any defects in materials and labour within your home over your first year of ownership (e.g., drywalls cracks, nail pops, tile cracks etc.), please complete the Warranty Request Form (found below) and submit to RizeCare.

OTHER ISSUES

We ask that you further classify the non-emergency issue(s) to facilitate appropriate resolution:

Classification	Description	Handling
• High	An emergency can be defined as a problem that will affect the well-being of the resident(s) and requires immediate skilled attention to the defect.	For emergency repairs, please contact your Property Manager. FirstService: Phone: 604-683-8900, After hour emergencies only: 604-659-2931
• Medium	These defects could pose a safety hazard or could cause create greater harm to your home. Examples include: • Loose railings; • Malfunctioning plumbing; • Water seepage visible as damp areas on surfaces such as exterior stucco; • Window seal failure (the space inside the sealed glass becomes foggy); • Window cracks not due to accidents; • Exterior or entry doors and windows that no longer fit or function properly; • Cracked or broken tile in the shower not due to accidents.	These issues should be reported immediately to your Property Manager (contact info above) who will either take immediate repair action and/or advise the Builder if any item warrants RizeCare's immediate attention. Please also feel free to additionally contact RizeCare directly, in addition to your Property Manager.
• Low	These items do not require immediate attention. Examples include: drywall cracks or nail pops.	Up to and including the 12 month Materials and Labour Warranty period, please address any warranty issues to RizeCare@Rizealliance.com, fax: 604-681-7505. All low classification warranty items will be addressed at the end of the initial 12 month period.

SERVICE REQUEST PROCESS

Please submit all requests in writing to Rize Alliance Properties Ltd via:

Email: RizeCare@rizealliance.com
Mail: PO Box 49335
3204 - 1055 Dunsmuir Street
Vancouver, BC V7X 1L4
Fax: 604-681-7505

Once received, your request will be processed as follows:

1. Within 3 business days, customer service will review your request for clarity. If there are any uncertainties in respect to the nature of the issue(s) and/or warranty coverage you will be contacted to confirm the specifics of the issue(s). Please note that if the warranty item identified falls into the "low" priority classification per the table on previous page, it will be addressed at the end of the 12 month Materials and Labour Warranty period. This is done to ensure minimal disturbance to you as owner/occupant and to ensure efficient service, covering all warranty items that may occur over the first 12 months.
2. Customer service will arrange for service with the appropriate service/trade(s).
3. Within 10 business days, customer service will contact you to arrange access to your suite for initial inspection and/or service.

IMPORTANT: Please be prepared to provide the service/ tradesperson access to your home. Should access to your suite not be possible, warranty can be voided.

1. As scheduled, the contractor(s) will complete the repairs. Please note that contractors are advised to only inspect/repair what has been requested from our office. Therefore, any invoices received in our office for non-warranty work will be forwarded to the homeowners.
2. Customer service will follow-up with you to verify that the work has been completed.

TIPS FOR A SUCCESSFUL SERVICE REQUEST

Please do:

- Send requests prior to the expiration date of your warranty;
- Report your request for service in writing;
- Be prepared to provide access to your home for repair work;
- Where possible, please save up your requests to be sent in all at once.

Please do not:

- Report warranty items over the phone;
- Present service requests to anyone other than your builder and/or warranty provider;
- Attempt repairs yourself or hire someone to do them for you;
- Ask the contractors to fix anything else.

ROLSTON

RizeCare™

Warranty Claim Request

Home Owner Name _____ Suite # _____

Building Name _____Strata Lot #_____

Phone #_____Cell #_____

Email Address _____Warranty Start Date _____

Alternate Contact _____ Relationship_____

Alternate Email_____ Phone #_____

A RizeCare representative will contact you for your Assessment Review appointment.

Service Request:

_____

_____

_____

_____

_____

_____

_____

Please circle best **Days** to schedule appointments: **Monday Tuesday Wednesday Thursday Friday**

What **Time** is best to reach you**:** **Morning** _____a.m. **Afternoon** _____ p.m.

Signature _____ Date _____

Please send by email to RizeCare@rizealliance.com

Rize Alliance Properties Ltd | T: 604-681-6723 | F: 604-681-7505
3204-1055 Dunsmuir Street |Vancouver | BC | V7X 1L4

Types of Warranties

Your home warranty policy is only the beginning of your coverage. Once their warranty period is over, many of the items in your home may be covered by the manufacturer or supplier. To maximize the benefits you will receive through these additional warranty programs it is important that you understand what a warranty is, how the types of warranties differ in coverage and the terms laid out for each of the components in your home.

“A warranty is the manufacturer and/or supplier’s promise to back their product/service.”

HOW DO WARRANTIES DIFFER

Full Warranty

A full warranty completely covers the repair or replacement of a defective product, although it may only cover certain components of a product. If after successive attempts the faulty product cannot be repaired, you will get a new product, a credit, or your money back.

Read your manufacturer’s information for full warranty coverage details.

Limited Warranty

A warranty with certain conditions and limitations on the parts covered, type of damage covered, and/or time period for which the agreement is good. There might be a charge for handling if the item is picked up for service.

Read the specific warranty information. A product may carry a full warranty on part of the product and have limited coverage on the remainder of the components.

Implied Warranty

If your product does not come with an expressed written warranty, you still have coverage in the form of an implied warranty, unless the product is marked “as is”. These are consumer rights created by law, not by the manufacturer.

There are basically two types of implied warranty. The most common type, known as a “warranty of merchantability” essentially means that the vendor promises that the product will do what it is supposed to do. For example, a coffee maker will make coffee, and a furnace will produce heat.

The other common type of implied warranty is the “warranty of fitness” for a particular purpose. This means that you have purchased the product on the seller’s advice that it is suitable for a particular use. Abuse, misuse, improper maintenance and ordinary wear are not covered under an implied warranty.

Spoken Warranty

A spoken warranty is a verbal promise that should not be considered as coverage. Sales people will sometimes make an oral promise towards their product, but it is often difficult to prove in court that the promise was made. Therefore, have the sales person put their promises in writing. If they are sincere in their statements, they will not object to your request.

Extended Warranty

A warranty by itself is included in the purchase price of the product and an extended warranty is usually purchased separately. Quite often an extended warranty will be purchased through a third party.

If you are thinking of purchasing an extended warranty you should consider these points:

- Does your present warranty already cover the repairs you would get through the extended warranty?
- How much longer will the extended warranty go on after your existing warranty has expired?
- Does the extended warranty provider have a good reputation and a solid track record?

An extended warranty may cover only certain parts or specific repairs to a product, so read the fine print. If it does not specifically state that a certain item is covered you should assume that it is not.

AVOIDING PROBLEMS

Take the following precautions to avoid problems in having warranty issues addressed:

- Know exactly what the warranty does and does not do. Are you expected to pay labour costs or any other expenses to have issues addressed?
- Find out specifically what the warranty provider will do if a product fails. Will they replace it, repair it, or return your money?
- Be sure to maintain and use the product only as directed by the provider.
- Will the company cover any “consequential damages”? For example, if your freezer quits operating, will you be reimbursed for the loss of food?
- Finally, read and understand your warranty information and you should not encounter any surprises.

MY HOME

In this section you can find information that is specific to your home, like model numbers of the assets installed and paint codes.

- My Floor Plan
- Items in My Home
- Operating My Home Systems

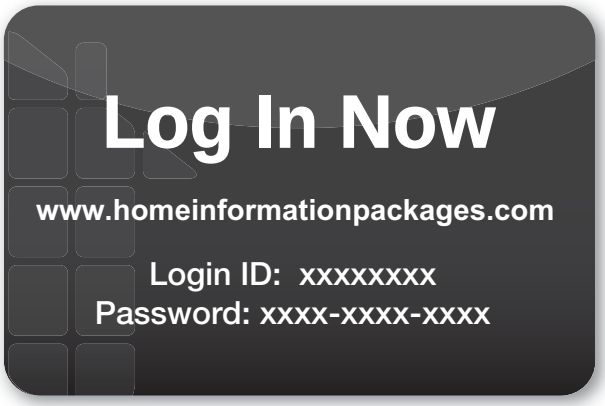
Items in My Home

The following pages list the components and products that were used in constructing your home. For each product you will find:

A) each product used in your home;
B) where it is located in your home;
C) who manufactured, supplied and installed it;
D) if you have an extended manufacturer warranty; and,
E) if you have online documentation for this product.

IMPORTANT: Failure to follow the appropriate process for obtaining service or repairs under warranty may void your warranty. Please consult the "Service and Repair During My Home Warranty" section of this guide for more information.

Don't forget to login to your online portal for access to the detailed documentation for each product:



Appliances

Dishwasher

Model: DU850SWPS/Stainless Steel
Location: Kitchen

Manufacturer: Whirlpool Canada LP
Supplier: Whirlpool Canada LP
Installer: National Hydronics Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Dryer

Model: DV665JW/White
Location: Laundry

Manufacturer: Samsung Canada
Supplier: Whirlpool Canada LP
Installer: National Hydronics Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Over-the-Range Microwave

Model: YWMH1162XVS/Stainless Steel
Location: Kitchen

Manufacturer: Whirlpool Canada LP
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Range

Model: YGY397LXUS/Stainless Steel
Location: Kitchen

Manufacturer: Whirlpool Canada LP
Supplier: Whirlpool Canada LP
Installer: Whirlpool Canada LP

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Refrigerator

Model: RB194ABRS/Stainless Steel
Location: Kitchen

Manufacturer: Samsung Canada
Supplier: Midland Appliance Ltd
Installer: Midland Appliance Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Appliances

Washer

Model: WF-J1254/White
Location: Laundry

Manufacturer: Samsung Canada
Supplier: Whirlpool Canada LP
Installer: National Hydronics Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Electrical

GFCI Breaker/Outlet

Model: PK-93693-10-00-2A
Location: Other

Manufacturer: Leviton Mfg
Supplier: Adria Electric Ltd
Installer: Adria Electric Ltd

Manufacturer Warranty: 2 yr Limited

Documents Online: Operation, Warranty

Security System

Model: Rough-In Only
Location: Other

Supplier: Smart-Tek Communications Inc
Installer: Smart-Tek Communications Inc

Wall Timer

Model: KM2-ST-1G
Location: Bedroom(s)

Manufacturer: Intermatic Inc
Supplier: National Hydronics Ltd
Installer: National Hydronics Ltd

Manufacturer Warranty: 1 yr Limited

Documents Online: Specification, Operation, Warranty

Heating and Ventilation

Baseboard Heater

Model: Fine Line 30
Location: Other

Manufacturer: Slant/Fin Ltd
Supplier: National Hydronics Ltd
Installer: National Hydronics Ltd

Manufacturer Warranty: N/A

Documents Online — Specification, Operation, Care

Exhaust Fan

Model: FV-08VKS3
Location: Ensuite, Main Bath

Manufacturer: Panasonic Canada Inc
Supplier: National Hydronics Ltd
Installer: National Hydronics Ltd

Manufacturer Warranty: 3 yr Limited

Documents Online — Operation, Care, Warranty

Exhaust Fan

Model: QTXE050C
Location: Bedroom(s)

Manufacturer: Broan-NuTone Canada Inc
Supplier: National Hydronics Ltd
Installer: National Hydronics Ltd

Manufacturer Warranty: 3 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Thermostat

Model: RS6000 Series
Location: Other

Manufacturer: Invensys Controls
Supplier: National Hydronics Ltd
Installer: National Hydronics Ltd

Manufacturer Warranty: 5 yr Limited

Documents Online — Specification, Operation, Care, Warranty

Countertops - Quartz

Model: Irah/3/4"/Blanco/Eased Edge Profile
Location: Ensuite, Kitchen, Main Bath

Manufacturer: Hari Stones Ltd
Supplier: Apex Granite & Tile Inc
Installer: Apex Granite & Tile Inc

Manufacturer Warranty: 1 yr Limited

Documents Online — Care, Warranty

Flooring - Laminate

Model: Mejor/Custom/5x4/Dark Brown
Location: Bedroom(s), Dining Room, Kitchen, Laundry, Living Room

Manufacturer: Mejor Hardwood
Supplier: Ploutos Enterprises Ltd
Installer: Ploutos Enterprises Ltd

Manufacturer Warranty: 25 yr Limited

Documents Online — Care, Warranty

Flooring - Tile

Model: Daugres Naturestone/12x24/BE36115/Vision
Location: Main Bath, Ensuite, Entry

Manufacturer: Centura Floor & Wall Fashion
Supplier: Southland Tiles Inc
Installer: Southland Tiles Inc

Manufacturer Warranty: 25 yr Limited

Documents Online — Care

Paint

Model: OC-58/White Ice
Location: Walls & Ceilings

Manufacturer: Benjamin Moore & Co Ltd
Supplier: Concord Painting and Wallcovering Ltd
Installer: Concord Painting and Wallcovering Ltd

Manufacturer Warranty: N/A

Wall Tile

Model: 4x12/PWM412/White/Matte
Location: Ensuite, Main Bath

Manufacturer: Ames Tile & Stone Ltd
Supplier: Southland Tiles Inc
Installer: Southland Tiles Inc

Manufacturer Warranty: N/A

Documents Online — Care

Wall Tile

Model: Cristali Glass/2x4/GCSRD4/FNK48/Red
Location: Kitchen, Bathroom Accent

Manufacturer: Ames Tile & Stone Ltd
Supplier: Southland Tiles Inc
Installer: Southland Tiles Inc

Manufacturer Warranty: N/A

Documents Online | Care

Operating My Home Systems

CIRCUIT BREAKER PANEL

The circuit breaker panel is located either in a bedroom, a closet, or a storage room of your unit. Push the tab and swing the door open to gain access to the panel. For your convenience, an informational label is provided on the inside of the door which displays the breaker with the corresponding circuit.

WATER ACCESS PANEL

To gain access to the main water valves, push up on the panel and pull it away from the wall. These main valves provide the hot and cold water to your unit. The valve with the blue tabs is for cold water, and the valve with the red tabs is for hot water. To shut off the water to your unit, turn the respective yellow lever to a vertical position. A water shut-off for the baseboard heating can also be found at one end of the heating system in your suite.

PROTECTING MY INVESTMENT

This section provides information on how to take care of your new home, as well as a checklist of recommended seasonal maintenance items:

- New Home Maintenance Guide
- Seasonal Maintenance Checklist

New Home Maintenance Guide

WHILE WE DO NOT IMPLY THAT THIS MANUAL IS A DEFINITIVE GUIDE TO MAINTENANCE, WE BELIEVE THAT IF YOU FOLLOW THESE SUGGESTIONS AS A MINIMUM, YOU WILL ENJOY MANY TROUBLE FREE YEARS IN YOUR HOME.

Please visit your warranty provider's website below to view or download the latest information related to your home's warranty.

Travelers Canada
www.travelerscanada.ca

Homeowner's Protection Office
www.hpo.bc.ca/MAINTENANCE-MATTERS

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APPLIANCES

Appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. These manufacturers' warranties, as well as any operation, maintenance and preventative maintenance procedures provided by these manufacturers, have been provided to you in conjunction with the purchase of your home, and should be read and preserved for reference.

Black "glass" panels on appliances are usually plastic and should be cleaned with mild detergent and water. Abrasive cleansers will damage the finish.

If a problem arises with an appliance, call the Warranty Service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply:

- The date of purchase (closing or move-in date, whichever occurred first);
- The serial and model numbers (found on a metal plate on side, back or bottom of appliance);
- A description of the problem.

Dishwasher

1) Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents to find the one that works best. Use each brand for a week to allow it to condition your dishes.
2) Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still are not being cleaned properly, check the manufacturer's manual.

Microwave with Hood Fan

1) For best results, run your hood fan several minutes before and after cooking to clear all smoke and odours from the kitchen.

Oven / Range

1) Self-cleaning ovens use high temperature to burn off soils. Wipe spills promptly to avoid buildup, which can cause excessive smoke during the self-cleaning process.
2) Sugars and other carbohydrates such as casseroles and pie fillings can adhere firmly to the oven surface, causing damage to the enamel glaze when burned off.
3) Always follow the directions in your user manual carefully before using the self-cleaning function.

Refrigerator

1) To prevent odour build-up, keep an open box of baking soda in the fridge and clean your refrigerator and freezer on a regular basis.
2) Wipe up any spills immediately.
3) Do not use abrasive cleaners or scouring pads and brushes.

Washer/Dryer

1) Clean the dryer lint screen after every load to ensure maximum airflow and drying times.
2) Do not use abrasive cleaners on the exterior. Use warm water and mild soap instead.
3) Do not overload machine.
4) Use laundry soap, detergent and bleach as recommended by the manufacturer.

ELECTRICAL SYSTEMS

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

Circuit Breaker

During your orientation walk-through your builder will have pointed out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers.

Circuit breakers trip under excessive electrical load. Circuit breakers have three positions: On, Off, and Tripped. When a circuit breaker trips it must first be turned "off" before it can be turned "On". Switching the breaker directly from "Tripped" to "On" will not restore service. Reset tripped circuit breakers by moving them to the "off" position and then to the "on" position.

In the event of a loss of electrical power in your home, follow these steps:

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician.

If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

GFCI (Ground Fault Circuit Interrupters)

During your orientation walk through your builder will or will have pointed out the location of ground fault circuit interrupt devices (GFCI outlets). Usually, GFCI outlets are located in bathrooms near tubs and bathroom sinks, in kitchens, laundry rooms, and garages, and on the exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock.

GFCI circuits have a TEST and RESET button. These are pointed out during the orientation walk through. Once each month the TEST button should be pressed. This will trip the circuit. To return service, press the RESET button. If a GFCI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order.

Do not plug appliances such as air conditioners, refrigerators, and food freezers into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit.

Heavy electrical usage appliances such as power tools or even hair dryers can trip the GFCI breaker. Atmospheric moisture, such as during rains or after a hot shower, may also trip the GFCI breaker.

It is possible that some outlets that are connected to the GFCI device are not so marked. If you have a failure at an outlet, reset the GFCI devices as well as the circuit breaker. Continued failures indicate a potentially dangerous electrical problem. Contact a licensed electrician for assistance.

Interior Lighting

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the manufacturer's recommendations. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

If a light fails to come on, check the bulbs to be sure they are not loose or burned out. Also, check to see that they are the correct wattage for the fixture. Next check the breakers. If this fails to solve the problem, you will then need to arrange for service.

Translucent panels can be cleaned by removing them. First push up slightly above the grid system, then tilt and lower. Wash in a 1-2% solution of water and mild detergent. Do not rinse; the soap film will reduce static electricity.

DO NOT hang a ceiling fan from an existing ceiling light box without adding additional support to carry the extra weight.

Moving lighting fixtures to accommodate special changes is a homeowner responsibility. It is recommended a licensed electrician be consulted.

Outlets and Switches

Electrical outlets can be found in every room in your home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire and severe personal injury or death.

If any electrical outlet does not have power, there are two possible explanations:

Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.

Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFCI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or your builder if your home is still covered under your third party warranty policy.

CAUTION: Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

Smoke Detectors

One or more smoke detectors have been installed in your home. The type of smoke detector, the installation procedure and the location(s) of the smoke detector(s) are selected to meet the requirements of local and provincial building codes. **Do not move or disable the smoke detector.** If you feel the need for additional protection, consider purchasing additional smoke detectors to be installed at additional locations.

Your smoke detector is hard wired into the building fire safety system, and does not require replacement or changing of batteries. Do not under any circumstances attempt to open, modify, or switch off your smoke detector. This may cause the building fire alarm to actuate, and you as a homeowner may be held responsible for the associated costs.

HEATING & VENTILATION

Baseboard Heater

Hydraunic (hot water) baseboard heaters are maintenance free except for the cleaning of the appliance surface. Occasional dusting of the element (with caution) may be required. Do not place furniture in front of the baseboard heaters as they require airflow to function properly.

Exhaust Fans

The exhaust fans provided in your home are designed to reduce odours, smoke, and moisture produced by cooking and bathing. Ensure that bathroom fans are turned on while showering or bathing and left on until all excess moisture has dissipated. Regular cleaning and inspection every six months (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

Thermostat

The temperature in your home is controlled by a thermostat. Do not place a lamp or heat-producing appliance next to a thermostat, because heat generated by such an object may produce an incorrect reading. Follow the manufacturer's manual for operation and care instructions.

INTERIOR FINISHES

Backsplash and Wall Tiles

Regular maintenance of your tile backsplash will keep it looking good. Sealing the grout between your tiles once a year or so will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Sealers and cleaners can be found at your local hardware store.

Cabinets

Your cabinets are made of-hardwood finished in several coats of high-glass laquer material. To maintain the beauty and utility of your cabinets, proper care is required. Remove splashes and splatters promptly to avoid permanent stains. Your cabinets require little care and should be washed with water and mild soap. Do not use furniture polish or wax on your cabinets, as this could destroy the finish.

Like any wood based product, some fading of the original color will occur Do not use abrasives on the finish of your cabinets. Direct sunlight can cause fading of the original color. Consider using window coverings to prevent direct sun on cabinets. Excessive heat and moisture from other appliances (e.g. countertop ovens, water kettles, etc.) can also cause damage to the finishing and door. Avoid placing these items directly under a cabinet.

The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel.

Countertops

The countertops in your home are constructed of quartz. To maintain your countertops, follow these general care instructions:

Taking Care of your Quartz Surface: Common care for quartz involves periodic washing with clean water and a soft or natural stone cleaner. We recommend using Revitalizer by DuPont. Using a soap or cleaner, wash in small, overlapping sweeps. Rinse thoroughly with clean water to remove all traces of soap or cleaner solution. Dry with a soft cloth and allow to thoroughly air dry. Your countertop is composed of non-porous materials that require no sealing to protect them.

Stubborn Blemishes: If you are unable to remove an adhered blemish there is a product named Bar Keepers Friend which can be purchased at the Apex Granite and Tile Inc sales room. They will advise how to use this product at the time of purchase.

Heat Tolerance: Quartz surfaces can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots or toaster ovens.

Scratch Resistant: Your countertop is a highly scratch resistant surface but can still be scratched. Avoid abuse to the surface by retaining from using sharp objects directly onto the surface. Improper use can result in scratching.

Cleaning Agents to Avoid: It's important to be aware that like any other surface, your new quartz countertop can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

Doors and Hardware

The doors and doorframes in your home are typically made of painted or varnished wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and damp season before you make other permanent changes.

You can correct most sticking doors by the careful removal of small amounts of wood. Usually, this can be done with sandpaper. In most cases, it is not necessary to remove the door. Use sandpaper to lightly sand the door to remove a small amount of wood at a time until the door no longer sticks. Use touch up paint on the exposed wood promptly.

Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store or home center.

Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks.

If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. Remove the strike plate and carefully file the latch opening. Or move the strike plate by moving the screws into new positions.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a light coating of Vaseline or another petroleum jelly (we do not recommend using oil because it accumulates dust), replace the pin (and wipe off any excess), and then swing the door back and forth a few times.

Doorknobs that are used frequently can become loose. As soon as you notice such a condition, tighten any screws on the doorknob that are loose.

The shrinkage of insert panels in doors, showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

Flooring

The flooring in your home requires routine maintenance and care.

In some instances, the floors may squeak. Squeaky floors are usually caused by a change in the weather, or by normal shrinkage of the wood materials and/or settlement of your home. This is normal in new home construction and is not considered a construction defect.

Please inspect your flooring carefully during your orientation walk through. Any damage or defects in your flooring must be noted at that time. Subsequent damage, including broken tiles, scratched wood flooring, torn carpeting and scuffed vinyl, is your responsibility. If you retain an outside flooring contractor for installation of floor coverings at your home, either before or after closing, installation of such flooring is your responsibility, and your outside flooring contractor must investigate and address their installation to any conditions or claimed imperfections involving the sub-floor or slab on which such installation occurs. The subfloors of your home have generally been designed to support the weight of your home, plus a per square foot furniture and occupancy load. Waterbeds, pianos, and pool tables may exceed this limit. Check with your builder if you are in doubt.

We offer these steps for routine maintenance of your flooring. Please follow your manufacturer's recommendations.

Tile (Ceramic, Porcelain)

Ceramic tiles are available in a wide variety of colors, sizes and finishes. Generally glazed ceramic tile is used in residential installations. Consult your manufacturer's instructions for cleaning and maintenance.

Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic tile, nor is it considered a defect. Chipping and cracking may occur if objects are dropped on the surface or if objects are slid across them. Grit particles can scratch the surface as well.

Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up. Wipe up spills promptly to save cleaning time and work. Mop with clean, warm water.

Porcelain tiles are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent or a pH neutral cleaner on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Always wipe up spills immediately to prevent staining of the grout.

Grout

Grout is cement with color additives. Coloring can change with time. It is suggested that the grout be sealed with a penetrating sealant every 6 to 12 months to prevent particles seeping into the pores. There are

products designed for homeowner use such as grout color blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change color over time, and may change the color of your grout when applied. Grout color is not a warranted item.

The movement of metal thresholds against grout may cause the grout finish to crack. By placing a bead of clear silicone between the grout and the metal threshold, the silicone will act as a shock barrier and will minimize the powdering of the grout. Note: If a tile or any grout is replaced, there is no guarantee that the grout will match the existing; the new grout may dry lighter or darker than the original grout.

Wood (Hardwood & Laminate)

Wood floors are typically covered by a warranty from the manufacturer. Please read your warranty for more information.

Wood floors will respond noticeably to changes in humidity level in the home, especially in the winter. When a floor is new, small splinters of wood may appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Bubbles, scratches, and/or minor dirt and debris appearing in the finish of a wood floor are typical and within normal construction standards; comparison to the finishes in the project models is the standard used for such typical imperfections. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances.

Warping may occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Color variations may develop from exposure to direct sunlight. Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab.

Follow these steps to care for your wood floors:

1) Clean your wood floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum regularly, when you vacuum household carpets.
2) Do not use water or water-based cleaners, bleach or one-step floor cleaners.
3) Do not flood wood floors with water. This will cause stains, warping and the destruction of the flooring.
4) Do not permit water or other liquids to stand on wood flooring. Wipe up spills immediately.
5) Exposure to direct sunlight can cause damage, discolouration or fading to wood floors. Use window coverings in these areas.
6) Use protective walk-off mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood floorings worst enemies.
7) Do not drag heavy appliances or furniture across wood flooring. Permanent scratches in the finish can result. Ladies' high-heeled shoes can dent wood flooring.
8) Install proper floor protectors on furniture used on wood floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.
9) Your wood floors should be maintained according to the manufacturer's instructions. Consider having this done by a professional.

Interior Paint

The paint on exterior and interior wood surfaces must be maintained in good condition at all times. Chips, scratches and other breaks in the surface of the paint must be repainted promptly, or serious damage to the underlying wood could result.

Please be aware that all paint is subject to yellowing and discoloration. The action of the sun usually minimizes yellowing on exterior surfaces. However, yellowing can be noticeable on interior surfaces. Yellowing is caused by the natural drying and aging of the paint and by exposure to certain chemicals such as ammonia fumes and others that are found in some household cleaners. Light colors and white painted surfaces are more subject to yellowing than darker colors.

Yellowing of oil-based paints is unavoidable. Because yellowing tends to take place over time and relatively evenly on given surfaces, it may not be noticeable until you use touch up paint.

Interior woodwork, as well as the bathrooms and kitchen walls, are generally painted with a latex paint. These areas may be wiped down with a soft sponge and soapy water.

Painted interior walls are not "scrub-proof". Scrubbing or harsh cleaners will remove paint. Also, you should avoid washing newly painted interior surfaces for at least three months after you move into your home or after re-painting, to allow the paint to fully set.

When doing paint touch-ups, use a small brush, applying paint only to the spot needing attention. Filler may be used to cover any small defects prior to paint touch up. Touch-ups will sometimes be visible. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

Always dispose of paint and other hazardous materials properly.

Trim

Shrinkage of wood trim occurs during the first two years or longer depending on the temperature and humidity both outside and inside your home. Wood is more prone to shrinkage during the heating season. Maintain a moderate and stable temperature and humidity level to help minimize the effects of shrinkage.

Window Coverings

To clean your window blinds, dust regularly with a feather duster or vacuum. Blinds can be washed with a mild soap and water solution and a soft cloth. Do not use abrasive cleaners.

Daily care of lined draperies or drapery panels is simple. Give them a gentle shaking as they are drawn closed at night. This will prevent dust and dirt from lodging in the fibers. Every month or so, vacuum with a handheld vacuum and soft brush attachment. Use the low-section setting if your vacuum has one. Always make sure that trims, buttons, and other embellishments are secure before vacuuming.

Some drapery may be dry clean only, while some may be washable. Check the label before cleaning. Washable drapery may be hand or machine washed using the gentle cycle, cool water, and mild detergent. Tumble dry on the low air setting, or line dry. Iron the drapery on the reverse side.

Caution: There are some circumstances in which washing is not recommended:

- If the drapery or lining is not washable;
- If the drapery and lining are made of different fabrics, as one may shrink;
- If sunlight has weakened the fabric;
- If the drapery contains pleats, as these may not hold their shape during machine washing;
- If the draperies are too large for your washing machine, as they will overload the washer.

When washing draperies, remove any hooks and hardware before washing. Reattach them and hang the drapes only after the drapes are completely dry.

PLUMBING

We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shut off and individual shut offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shutoff for the home at once. Flowing water can cause severe damage to your home and its contents.

Please make certain that everyone in your household knows the locations of the main shutoff valves in your home.

Other water shutoffs may be located under the sinks in the bathrooms and the kitchen, or behind the toilet bowl. Another water shutoff may be located on the top of the water heater. This controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work.

Each plumbing fixture in your home has a drain pipe specially designed to provide a water vapor barrier between your home and the sewer. The drain pipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. Periodically check under kitchen and bathroom cabinets for leaks.

If you detect the odor of sewer gas from a sink after you have ensured there is water in the sink trap, contact a licensed plumbing contractor.

Bathtubs, Showers, and Surround Enclosures

Fiberglass or acrylics are lightweight materials which add beauty and style to bathroom tubs and showers. You can preserve the original high gloss finish by regular cleaning with a liquid cleaner, detergent or foaming cleanser. Do not use abrasive cleansers. Alcohol used as a cleaning agent may cause discoloration. Stubborn stains can be removed with various appropriate household cleaning agents used with a nylon-scouring pad. Never use metal scrapers or similar tools. Always rinse the walls and the door of the shower after each use.

The delicate beauty and gloss of porcelain bathtubs are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Should scratching or chipping occur, contact a porcelain repair business.

If your bathtub is jetted, follow the manufacturer’s instructions for operation, care and cleaning.

Clogged Drains

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. Supplied with a steady flow of cold water, grease congeals and is cut up by the blades.

If you use hot water, grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal.

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury.

Clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper out. Clean and return the mechanism to its original position.

Fixtures

Polished brass and other special finishes plumbing fixtures are susceptible to damage and staining if water is permitted to stand on the surfaces and by the use of an abrasive cleansing product. Most of the plumbing fixtures in your new home are plated with polished brass, bright chromium, or other finishes that are resistant to water corrosion. The plating materials forming these finishes are, however, relatively soft, and can be damaged with abrasive cleansers, scouring pads and tools or intense sunlight. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting and soap buildup.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry.

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid using excessive force when you turn your faucets on and off. The seals in the faucets can be damaged by such abuse in a short time.

Faucets that are equipped with aerators will mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

Sinks

Regular cleaning is important to maintain the appearance of your sink. Clean sinks with a soft cloth, mild detergent and water. Rinse and dry properly to eliminate any film build up.

Toilets

Most toilets are made of vitreous china, a glasslike material that is highly resistant to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Water conservation regulations have mandated the use of low flow or water-saving toilets in new homes. These toilets use less water so they are important elements in the area's water conservation program. However, at times you may notice an incomplete flush. When this happens, allow the tank to refill, and then repeat the flush. Feminine products, diapers and baby wipes should not be flushed in toilets.

Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor.

Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages.

Do not use drain cleaners for toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

If the flush valve fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a licensed plumbing contractor can perform this task.

Water Conservation

In the home, water conservation saves both water and energy, since energy is needed to heat water and run appliances.

Every time a toilet is flushed, about 1.6 gallons of water goes into the sewer. Do not use the toilet for things that should go into the wastebasket.

A partially full tub uses far less water than a long shower, while a short shower uses less than a full tub.

Always load your dishwasher to capacity before turning it on. Most models use between 30 to 50 litres per run. The same rule applies to an automatic washer, which uses 40 or more gallons for each load.

Repair all faucet leaks promptly to avoid letting valuable water run down the drain. Just a slow drip can add up to 30 to 40 litres a day while 3mm faucet leak wastes 150 litres in 24 hours! Turn off the water while brushing your teeth or shaving to avoid wasting more water.

Outside the home, the basic principle of lawn and garden watering is not to give the grass and plants more than they need. Water only when plants show signs of needing moisture. Water in the cool of the day to avoid excessive evaporation. Use herbicides and fertilizers sparingly according to the direction on the original container and avoid use if rain is forecast.

Do not let the hose run while washing the car, use a bucket and biodegradable soap. Sweep down sidewalks and driveways rather than hosing them off. The storm drains are not connected to the sewer system and everything that enters goes into local waters.

Water Lines

Plumbing systems should be maintained by running water through each faucet for approximately one minute each week, to minimize stagnation.

In the event of water leaks, consider this advice:

Shut off the main water supply to the home. The shut-off is typically located in your home (often under the sink or at the supply line to the particular fixture), or else utilize the main home shutoff. The location of the shutoff valves will be pointed out to you during your orientation walk through. Individual shutoffs are located adjacent to the kitchen and bathroom sinks, the water heater, the washer outlet and the toilets. Use these shutoffs for local leaks.

STRUCTURE

Caulking

Caulking is the method in which sealant compounds are generally applied to seal gaps between adjacent surfaces. Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your windows, doors, sinks, showers, tubs, countertops, and ceramic tile, and should make any necessary repairs to the caulking every six (6) months or as needed. Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centers.

Ceilings

The ceilings in your home require occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint your ceiling.

If your ceiling consists of luminous light fixtures, you should follow these tips. Do not use cleaning solvents or other strong chemicals on the plastic panels or aluminum grid. We recommend that you wash the panels in a mild solution of dish-washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel dry the panels and grids to remove any soap residue and water spotting.

Condensation

Condensation is normal in a new home because many liters of water were used in its construction. This water causes higher than normal humidity until the drying process is complete. When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks.

Excessive condensation or sweating on cool surfaces can be eliminated by making sure attic louvers and crawl spaces are clear of debris. Open windows can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature.

Drywall

Slight cracking, nail pops or seam joints may appear in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of wall studs, trusses or rafters to which the drywall is attached.

Effects of Weather and Temperature

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. Temperature variations, which can be extreme, can result in warping of wood materials and cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first two years after a home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first two years. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, even including the concrete. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint - especially where moldings meet sheetrock, and mitered corners, where tile grout meets tub or sink, etc. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction.

This may occur in your home. It will be most noticeable during the first year, but typically continues into subsequent years. In most cases, caulking and paint is all that is needed to repair this minor evidence of a very natural phenomenon. Even properly installed caulking will shrink and must be maintained.

Interior Walls

The walls in your home are constructed of steel, gypsum wallboard and other materials, which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is the responsibility of the homeowner beyond your warranty coverage. Replace warped molding and trim.

Some slight cracking, nail "pops" and/or seams may become visible in plaster, gypsum wallboard, drywall or sheetrock walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the sheetrock is attached, are considered normal, and are a maintenance responsibility of the homeowner. They can be repaired by filling with filling compound, smoothing with fine sandpaper, and then painting the entire surface. Popped nails do not alter the strength of the wall and should be left alone until time to repaint.

Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of filler.

Some ceilings in your home may be textured. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. The pattern in textured walls can vary and is difficult to duplicate when repairs are made.

Small finger smudges may be removed from the enameled walls with a solution of warm water and a mild detergent soap. Wash gently with a soft sponge or cloth. Rinse and wipe off the excess water carefully. Do not permit the wall board to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

Mold

Mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family, and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which a homeowner should become informed.

Mold spores are airborne and travel in and out of buildings as air is exchanged and with the movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible.

All molds are not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons. The most common effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing, sneezing, congestion, sore throat and headache. Individuals with suppressed immune systems may risk infections. Some experts contend that mold causes serious symptoms and diseases that may be life threatening. However, experts disagree about the level of mold exposure that may cause health problems, and about the exact nature and extent of the health problems that may be caused by mold.

Limiting mold growth

A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Part of the control of the indoor environment is controlling air moisture. Watch for water condensation on interior surfaces such as walls, windows and areas near air conditioning registers. Uses that have the potential of increasing relative air humidity are such things as habitation, bathing, cooking, plants, washing, and humidifiers, especially if not vented. Other moisture sources, which sometimes can go unnoticed, are water leaks from pipes in walls, and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Irrigation system timers should be adjusted to reflect seasonal weather changes.

Report or fix water leaks promptly **-** Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately.

Settlement

All homes settle to some degree. If the finish trim shows slight joint separation, fill the cracks with wood filler. If nails work out of position, reset them with a hammer and nail set; then fill the holes with wood filler or spackle. Normal settling, expansion and contraction also may cause small interior wall cracks around doorways, archways and at wallboard joints as well as minor cracking of exterior stucco (particularly at stress joints such as window or door corners).

It is best to wait until at least the end of your first year of occupancy before repainting minor cracks until most of the settling and shrinkage is complete.

Seasonal Maintenance Checklist

From Traveler's recommended maintenance schedule:

Once a Month

- Test GFCI circuits.

Spring

- Re-caulk showers and countertops if necessary.
- Lubricate door hinges.
- Test GFCI circuits.

Summer

- Seal grout.
- Wash range hood filter.

Fall

- Check weather-stripping and adjust if necessary.

Winter

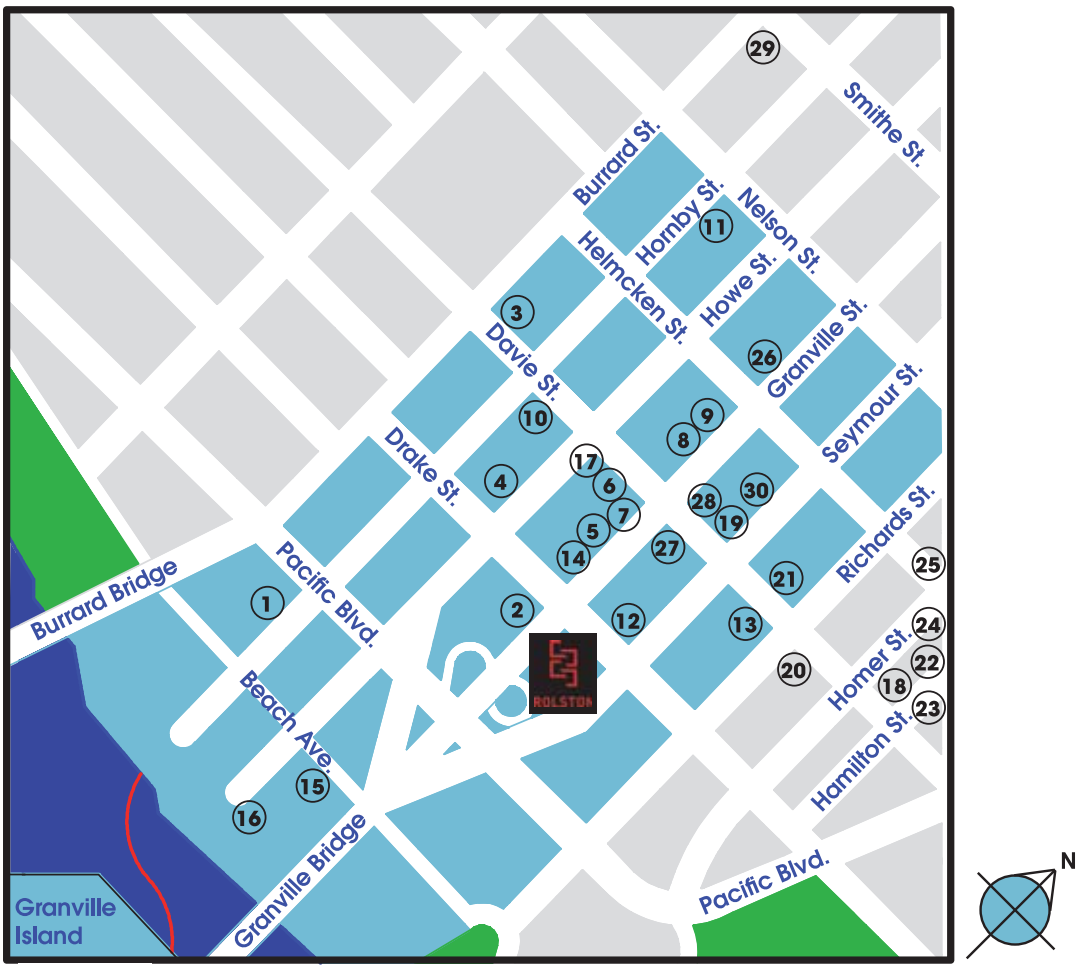
- Clean filters.

ADDRESS BOOK

In this section you can find all the contact information you may need while living in your new home:

- Around My Neighbourhood
- My Home Contacts
- Consultants List

Around My Neighbourhood



ESTABLISHMENTS, CULTURE & RESTAURANTS

1. Art Knapps
2. White Spot
3. Bin 941
4. La Bodega
5. The Morrisey Pub
6. Fritz Fry House
7. Ginger 62
8. Sip Lounge
9. The Refinery
10. Nando's Chicken
11. Guu Restaurant
12. Shoppers Drug Mart
13. Elbow Room Cafe
14. Stratosphere Salon
15. Tartine Bread & Pies
16. C Restaurant
17. Tim Hortons
18. Cactus Club Cafe
19. Starbucks Coffee
20. Choices Market
21. Steamrollers
22. Milestones
23. The Flying Pig
24. Yaletown Brewing Co.
25. Earls Yaletown
26. The Templeton Cafe
27. Two Parrots Pub
28. Scotiabank Dance Center
29. Scotiabank Theatres
30. Vancity Theatre

My Home Contacts

Below is contact information for companies who have provided a product or service to your home. For more detailed information, see the "Items in My Home" section of this guide, or visit your online portal at **www.homeinformationpackages.com**.

Adria Electric Ltd

604-299-1915
3951 Dundas St • Burnaby, BC V5C 1A6

Ames Tile & Stone Ltd

604-294-8453 • www.amestile.com
2229 Beta Ave • Burnaby, BC V5C 5N1

Apex Granite & Tile Inc

604-882-9284 • www.apexgranite.com
108 - 9706 188 St • Surrey, BC V4N 3M2

Benjamin Moore & Co Ltd

800-361-5898 • www.benjaminmoore.com
139 Mulock Ave • Toronto, ON M6N 1G9

Broan-NuTone Canada Inc

905-670-2500 • www.broan-nutone.com
1140 Tristar Dr • Mississauga, ON L5T 1H9

Centura Floor & Wall Fashion

800-263-9400 • www.centura.ca
53 Apex Rd • Toronto, ON M6A 2V6

Concord Painting and Wallcovering Ltd

604-433-4651
112 - 7450 Lowland Dr • Burnaby, BC V5J 5A4

FirstService Residential

604-683-8900 • www.fsrbc.com
600 - 777 Hornby Street • Vancouver, BC V6Z 1S4

Hari Stones Ltd

604-599-4274 • www.haristoneslimited.com
13042 84 Ave • Surrey, BC V3W 1L2

My Home Contacts

Homeowner Protection Office (HPO)

1-800-407-7757 • www.hpo.bc.ca
650 - 4789 Kingsway • Burnaby, BC V5H 0A3

Intermatic Inc

815-675-7000 • www.intermatic.com
Intermatic Plaza • Spring Grove, IL 60081

Invensys Controls

800-304-6563 • www.invensyscontrols.com
191 E North Ave • Carol Stream, IL 60188

Leviton Mfg

800-469-7890 • www.leviton.com
165 Hymus Blvd • Pointe-Claire, QC H9R 1E9

Mejor Hardwood

403-285-218
6717 Fairmount Dr SE • Calgary, AB T2H 0X6

Midland Appliance Ltd

604-278-6131 • www.midlandappliance.com
13651 Bridgeport Rd • Richmond, BC V6V 1J6

National Hydronics Ltd

604-591-6106
17178 86 Ave • Surrey, BC V3W 3H7

Panasonic Canada Inc

800-561-5505 • www.panasonic.ca
5770 Ambler Dr • Mississauga, ON L4W 2T3

Ploutos Enterprises Ltd

604-875-6484 • ploutos.ca
120 W 3 Ave • Vancouver, BC V7M 1E5

My Home Contacts

Rize Alliance Properties Ltd

604-681-6723 • www.rizealliance.com
3204 - 1055 Dunsmuir Street • Vancouver, BC V7X 1L4

Samsung Canada

800-726-7864 • www.samsung.ca
300 - 5420 N Service Rd • Burlington, ON L7R 5B6

Slant/Fin Ltd

905-677-8400 • www.slantfin.ca
6450 Northam Dr • Mississauga, ON L4V 1H9

Smart-Tek Communications Inc

604-718-1882
10 - 11720 Voyageur Way • Richmond, BC V6X 3G9

Southland Tiles Inc

604-875-0883
4168 Fraser St • Vancouver, BC V5V 4E8

Travelers Insurance Company of Canada

604.682.2663 • www.travelersguarantee.com
2500 - 650 W. Georgia St • Vancouver, BC V6B 4N7

Whirlpool Canada LP

800-807-6777 • www.whirlpoolcanada.com
1901 Minnesota Crt • Mississauga, ON L5N 3A7

Consultants List

DESCRIPTION	CONTRACT COMPANY	TELEPHONE	WEB SITE
Developer	Rize Alliance (1300 Granville)Limited Partnership	604-681-6723	www.rize.ca
Construction Manager	Rize Alliance Properties Ltd	604-681-6723	www.rize.ca
Architect	IBI/HB	604-683-8797	wwwIblgroup.com
Authorities	City of Vancouver	311 Outside Vancouver: 604-873-7000	www.vancouver.ca
Civil Engineer	Binnie & Associates	604-420-1721	www.binnie.com
Code Consultant	CFT Engineering	604-684-2384	www.cftengineering.com
Electrical	Nemetz & Associates	604-736-6562	www.nemetz.com
Envelope	Morrison Hershfield	604-454-0402	www.morrisonhershfield.com
Gas	Fortis BC	604-576-7000	www.fortis.ca
Hydro	BC Hydro	604-224-9376	www.bchydro.com
Interior Design	Cause & Affect	604-608-1366	www.causeandaffect.com
Landscape	Eckford & Associates	604-683-1456	www.eckfordland.com
Mechanical	Perez Engineering	604-904-3450	www.perezeng.com
Structural	Glotman Simpson	604-734-8822	www.glotmansimpson.com

SUPPORT

This section provides reference material on how to use the online resources that accompany this guide, as well as a general list of answers to questions you may have about how to get the most out of your homeowner guide and online portal.

Documents you can find here include:

- My Online Homeowner Portal
- Homeowner Guide FAQs

My Online Homeowner Portal

My portal offers:

1. **What's Happening:** includes a welcome message, an overview of the information available in your portal, and the latest news.
2. **My Home:** a library of products and finishes used in the construction of your home, with detailed operating, care and warranty documents. Explore by room, product type, or search for something specific.
3. **Maintenance List:** a monthly list of items needing maintenance as recommended by your builder and warranty provider.
4. **Neighborhood:** an interactive map showing local shops and services.
5. **Documents:** includes supplemental information about your home, such as service request forms, landscaping tips, and more.
6. **Warranty:** an online overview of your home warranty with links to limitations and exclusions.
7. **Address Book:** a contact list of the companies and manufacturers involved in the construction of your home.
8. **Request Service (if enabled by your builder/developer):** an online form to submit service requests to your builder or property manager.
9. **Share:** a way to share access to your online portal with friends or family.
10. **Registration:** Sign up to receive periodic maintenance reminders and warranty milestones.

Visit **www.homeinformationpackages.com** and log in today to explore your new home and its features online.

ACCESSING THE ONLINE PORTAL

Please access the portal by using the latest version of the following web browsers to ensure maximum performance:

- Apple Safari
- Google Chrome
- Internet Explorer
- Mozilla Firefox

To access the online portal:

1. Find your login ID and password. This can be found:
   a. In your printed guide: on the Welcome Home page and on the footer of each page.
   b. On your access label, typically affixed to the electrical panel, furnace, or inside a kitchen cabinet.
   c. Through the link "forgot password?" at **www.homeinformationpackages.com**.
2. Navigate your web browser to **www.homeinformationpackages.com**.
3. Enter the login ID and password and click "Log In". You will be directed to the "What's Happening" page.

NOTE: Unless otherwise specified, all sections below assume that you have completed the steps above and obtained access to the online portal.

WHAT'S HAPPENING

This page offers a snapshot of current information you need to know about your home, including what items are due for maintenance, what home warranty milestones are approaching, and latest news feeds. This page also provides access to supplemental information available for view or download, such as service request forms, landscaping information, and more.

MY HOME

This section provides access to a searchable list of the key products installed in your home. Obtain information like care, operating and warranty information, as well as model numbers and finishes that make replacement a breeze.

1. Click on the "My Home" icon in the navigation bar on the left side of the screen.
2. Select which room you would like to explore, if not available, click on "All".
3. Select which category you would like to view, such as appliances or interior finishes.
4. Each product is listed in alphabetical order, and offers access to any care, operating and warranty documents, along with links to manufacturer and other websites.
5. To search for a product, key the product name (like fan) into the search box in the top right corner, and click on the search icon.

MAINTENANCE LIST

The maintenance list features periodic or seasonal maintenance recommended by your builder and warranty provider. It is organized by month, so you can see what might need maintenance at any given time of the year.

1. Click the "Maintenance List" icon in the navigation bar on the left side of the screen.
2. Select the desired month.
3. Select the category of item you wish to explore, such as appliances or interior.
4. Items that are highlighted in the maintenance list can be explored in detail by clicking the item's link or viewing the item's drop-down display.

NEIGHBORHOOD

Here you can explore the shops and services available in your local area through Google Maps.

DOCUMENTS

In this section you will find supplemental information and documents available for download, such as a copy of your printed homeowner guide, service request forms, or other information related to your neighborhood or building.

WARRANTY

Click on the “Warranty” icon in the navigation bar on the left side of the screen. It displays a summary of your home warranty coverage and has links to your warranty provider’s web site and more.

ADDRESS BOOK

A list of the companies involved in the construction of your home, including product, manufacturers and the trades who performed the work.

1. Click on the “Address Book” icon in the navigation bar on the left side of your screen.
2. Each contact contains addresses, phone numbers, and website links where applicable.

SHARE

If you have someone visiting or house-sitting, or if you just want to share your home’s information with someone, you may use this page to send a sharing link.

Enter the required information and click on “Send”.

PERSONALIZING MY PORTAL ACCESS AND SIGNING UP FOR AUTOMATIC EMAIL REMINDERS

You may elect to create a user ID that you can easily remember, that will give you access to your portal and that offers automatic email reminders for periodic maintenance and warranty milestones.

1. Click on the REGISTER icon in the Register Now widget on the What’s Happening page.
2. Enter the required information and click on “create account”.
3. You will receive an automated email confirming you have registered.
4. Enter your new user ID and password to access your portal.

NOTE: Your Builder may have pre-registered you to receive automated email reminders about upcoming warranty or maintenance milestones. If you wish to stop receiving these reminders, simply click on the link to “unsubscribe” contained in the reminder email message you receive, or go to the “Edit Properties” page and uncheck the box for email reminders.

ADDING HOMES TO MY HOMEOWNER PORTAL

If you own or manage other homes in your building or community, you may add them to your profile to enable you to access all your homes from one portal.

1. Click on the icon in the upper right corner of the screen that looks like a gear.
2. Click on the “My Properties” tab.
3. Click the “Add New” button and enter the Login ID and Password of the home you would like added to your portal.
4. To delete properties, click on the “Edit Properties” button.

UPDATING MY PROFILE AND CHANGING MY PASSWORD

You may also edit your personal information and choose whether or not to receive email notifications about new features to your online portal.

1. Click on the icon in the upper right corner of the screen that looks like a gear.
2. Click on the “My Profile” tab.
3. Click on “edit profile”.
4. Update your contact information and click “Save”.

To change your password

5. Click on the icon in the upper right corner of the screen that looks like a gear.
6. Click on the “My Profile” tab.
7. Click on “change password”.
8. Enter your existing and new passwords and click on “change password”.
9. You will be directed to log in using your new password.
10. You will be taken to the “Register” screen. Fill in the information here and click “Create Account”. You will begin receiving periodic email reminders beginning with the next milestone period.

ACCESSING THE MOBILE HOMEOWNER PORTAL

You can also access your homeowner portal by mobile phone. The application works best on the iPhone with IOS 5 or 6.

Homeowner Guide FAQs

Q. I am having trouble logging on. What do I do?

A. a) Make sure you are typing your login ID and password correctly and that the Caps Lock key is not on. Your login ID and password are case-sensitive.

b) If you have forgotten your password click on the link “forgot password?” and follow the step-by-step instructions.

c) If you are typing your login ID and password correctly but still cannot log in, you may have been locked out of your account. This happens if there are too many failed login attempts. Your account will be unlocked after a 24 hour period. You can also call CONASYS at 1-877-744-7547 to speak to a customer service representative to have your access restored.

Q. I have forgotten my personalized password. What do I do?

A. If you have forgotten your password, go to your home’s login screen and click on the link “forgot password?”, and follow the step-by-step instructions.

Q: Why should I register my account?

A: a) Registering your account allows you to receive automated email reminders about warranty or milestones. These are tied to your home’s warranty coverage. Getting timely reminders and instructions for maintenance tasks will enable you to care for your home, and will help ensure you receive maximum benefit from your home’s warranty.

b) Registering allows you to personalize your username and password. Please note that your original login ID and password will always remain valid, regardless of the number of accounts you register to the home. In the event your registration fails or you forget your username or password, you can use the original login information.

Q. The information listed in “Items in My Home” or “My Home” is incorrect. What should I do?

A: All efforts were taken to ensure the accuracy of your home information at the time of publication. If changes were made to products after your guide was printed, they may appear in the online portal, but the guide will not be reprinted. Always refer to the online portal for the most up-to-date information.

Q. How long will I have online access to the online portal?

A: Access is available for 10 years following the original publish date of your homeowner guide.

Q. I have lost my printed guide and would like another copy. What should I do?

A. An online version of your guide is available for download and printing. If you would like another professionally printed copy, please call CONASYS at 1-877-744-7547. Please note that charges will apply.

Q. I have a warranty issue I need to address. Whom do I call?

A: Please contact your Builder, Property Manager, or Warranty Provider as directed in your homeowner guide. CONASYS compiles the information in your guide as a service, and does not perform warranty service.

Property: Sample - 1325 Rolston Street, Vancouver, BC (the "Property")
Builder: Rize Alliance "1300 Granville" Ltd Partnership (the "Builder")
Date: Aug-21-2013 (the "Effective Date")

DISCLAIMER

Although reasonable efforts have been made to ensure that the information provided in this Homeowner Guide and on-line Homeowner Portal through the **www.homeinformationpackages.com** website (together, the "Package") is accurate and current as of the Effective Date, such information is subject to change at any time and will not be updated by the Builder or CONASYS. Neither CONASYS nor the Builder will be responsible or liable for any direct, indirect, incidental, special or consequential damages arising out of or relating to any inaccurate information, or any change in the information, contained in the Package. In compiling information for the Package, CONASYS has relied solely on the accuracy, completeness and quality of the information provided to it by the Builder and the contractors, sub trades, suppliers, manufacturers and other parties identified by the Builder in relation to the construction of the Property. CONASYS assumes no responsibility for, and is not making any representations or warranties to you, the homeowner, or any other person with respect to, the Property or any information in this Package, including, without limitation in respect of: (i) the accuracy or completeness of any of the information provided by CONASYS or any third party in this Package or the **www.homeinformationpackages.com** website, including, without limitation, any of the guarantee or warranty cards provided; (ii) the enforceability of any guarantees or warranties related to any materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the **www.homeinformationpackages.com** website; (iii) the merchantability, fitness for use or fitness for purpose of any materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the **www.homeinformationpackages.com** website; or (iv) the repair, replacement, service or any other work related to, or arising from, any of the materials or labour supplied to the Property, whether or not such materials or labour are specifically identified in this Package or the **www.homeinformationpackages.com** website. You, the homeowner, are responsible for taking whatever steps are necessary to activate and maintain any of the guarantees or warranties pertaining to the Property including, without limitation, any warranties for which cards have been provided in this Package, including, without limitation, signing and mailing any cards, as may be required. For the sake of clarity, the "Effective Date" contained herein is in relation to the information in the Homeowner Guide and on-line Homeowner Portal and is not connected in any way to any effective dates of your home warranty or product warranties. Please consult your warranty policy(s) for further information.

Any links to third party sites contained in the Package do not indicate the endorsement by either the Builder or CONASYS of any materials contained therein or of the entities that publish such sites. Neither the Builder nor CONASYS shall have any responsibility or liability for the accuracy of any information, or the quality of any services or products, provided or available by such third party sites.

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